

# Discovery News *for Discovery Health members*

**Check!**

Check your plan for the current year. If you requested a plan change, has it been actioned? Please note that if your premiums are paid in arrears, the first debit order to change will be the 1st February deduction.

Know your benefits for the current year! Do you need to get your Chronic medication from a particular supplier? What network hospitals must you use? Have you downloaded the latest Discovery App if you are on a Smart plan? Have you checked that the doctor you usually use on KeyCare is still a KeyCare doctor or must you change doctors?

**Claims**

How to submit your claims:

- ⇒ Claims Drop Off Box: at hospitals, and certain gyms, pharmacies and consultation rooms.
- ⇒ Fax: 0860 329 252
- ⇒ Post: Discovery Claims, PO Box 784262 Sandton 2146
- ⇒ Email: [claims@discovery.co.za](mailto:claims@discovery.co.za) (you will get a reference number via reply email)
- ⇒ Upload: log into the website, and go to Health and then to Submit A Claim (under Your Claims Summary). You will get a reference number on screen when complete.
- ⇒ Smartphone App: Take a photo of the claim (and your receipt if paid). Go to the App and log in. Go to Health and then to Claims and Submit a Claim. You can choose to scan the QR code if the claim has one, or to add the photo. Add the photo or scan first, then select the patient and Submit. You will get a reference number when complete.

What to include:

- ⇒ If you have paid, always include the receipt or credit card slip on every page of your claim.
- ⇒ Make sure your membership number is on every page in case pages are separated.

**Online Information**

You can find most things online:

- ⇒ Your membership guide for the year: Log in, go to Health and to Health Plan Type.
- ⇒ Contributions and tax certificates: go to Health / Your Plan Details
- ⇒ Dependant changes: go to Health / Add Remove Dependant
- ⇒ Benefit Limits: Health / Benefits Used
- ⇒ Brochures on Benefits: Health / Benefit Information
- ⇒ Finding doctors: Health / Find a Healthcare Professional
- ⇒ Guides, Application Forms, Procedures: Health / Find A Document
- ⇒ Contact details: Health / Find A Document / Update Personal Details: This allows you to check and change your address and telephone numbers and how Discovery contacts you.
- ⇒ Claims submission: Health / Submit a Claim
- ⇒ Claims tracking: Health / Claims Search

If you don't have internet access, client services can help on 0860998877 or [healthinfo@discovery.co.za](mailto:healthinfo@discovery.co.za)

**JANUARY /  
FEBRUARY 2017**

This email is written by an independent commentator and not by Discovery Health. Any Discovery Health member is welcome to subscribe. Queries regarding this email can be sent to [ih@ihhealth.co.za](mailto:ih@ihhealth.co.za).

**Discovery Website**

[www.discovery.co.za](http://www.discovery.co.za)

**Discovery Client Services**

**0860 99 88 77**

**KeyCare Client Services**

**0860 102 877**

**DISCOVERY  
EMERGENCY NUMBER  
0860 999 91 1**

**DISCOVERY HEALTH  
PLANS**

**Executive Plan**

**Classic and Classic Delta  
Comprehensive**

**Classic Comp Zero MSA**

**Essential and Essential**

**Delta Comprehensive**

**Classic & Essential Smart**

**Classic & Essential Priority**

**Classic & Classic Delta**

**Saver and Core**

**Essential & Essential Delta**

**Saver and Core**

**Coastal Saver and Core**

**KeyCare Plus, Access, Core**

**DISCOVERY REWARDS  
Vitality / KeyFit**

**INFORMED HEALTHCARE  
SOLUTIONS  
CONTACT DETAILS**

Phone +27 (0)21 712 8866

Fax +27 (0)21 712 6626

[ih@ihhealth.co.za](mailto:ih@ihhealth.co.za)

[www.medicalaidcomparisons.co.za](http://www.medicalaidcomparisons.co.za)

**Council for Medical Schemes  
Accreditation # ORG104  
Authorised FSP #12239**

## Vitality: Fitbug

From 17th February 2017, Vitality members can no longer earn points with a Fitbug device. Don't confuse this with Fitbit as you can still earn points with Fitbit. The Fitbug is a pedometer. They have changed their systems and their new system is not compatible with Discovery's systems and they can therefore no longer send data to Vitality. Members who currently have Fitbug devices linked to Vitality will be contacted by Vitality before 17 Feb.

## Vitality: Activate your benefits

Some Vitality benefits are activated for free and others involve a charge.

- ⇒ HealthyFood: Free activation and choose your preferred provider Pick n Pay or Woolworths. Link your Smartshopper or MySchool card for benefits. Initially earn 10% at each provider and increase your preferred provider to 15% with a Vitality Age assessment and 25% with a Vitality Check.
- ⇒ HealthyGear: Free activation and choose your preferred provider Sportsmans Warehouse or Totalsports. You will be mailed a HealthyGear card. Earn 10% at both providers initially and increase you preferred provider to 15% with Vitality Age assessment and 25% with a Vitality Fitness Assessment.
- ⇒ HealthyCare: Free activation and choose your preferred provider Clicks or Dis-Chem. Initially earn 10% at each provider and increase your preferred provider to 15% with a Vitality Age assessment and 25% with a Vitality Check.
- ⇒ Vitality Active Rewards: Free activation using the Discovery App. Earn smoothies and coffees by achieving the physical activity goals set (gym visits, steps or exercise sessions).
- ⇒ Team Vitality: R300 for running excl Licence and R400 with Licence. R600 activation for cycling. Includes starter pack with gear and vouchers. Also includes running or cycling licence for timed events. 50% cash back on certain timed events during the year.
- ⇒ Active Rewards Shoe Booster: R300 activation including Team Vitality for Running. Up to 100% cash back on certain shoes in Sportsmans Warehouse, depending on fitness goals achieved.
- ⇒ Discovery Card Travel Booster: Free activation and increased travel discount linked to claims and card usage.
- ⇒ Discovery Card Points to Miles: Free activation with up to 50% of Vitality points converted to Discovery Miles at the end of the year, depending on claims and card usage. Discovery Miles must be activated.

## Vitality and Children

Your children can earn the following fitness points:

- ⇒ Children aged 12 to 18 can earn points for Gym visits.
- ⇒ Children aged 6 to 18 can earn points at parkrun (registration on the parkrun website required) or for a timed race event.

When your child turns 18, the child becomes an adult dependant on Vitality. This means that

- 1) The points your family is required to earn to achieve status levels changes
- 2) The 18 year old adult dependant can complete a Vitality Age Assessment and go for a Vitality Health Check
- 3) The adult dependant can earn points for an HIV test
- 4) The Ster Kinekor Kids movie benefit falls away and the adult dependant will have access to the normal adult movie discounts with Ster Kinekor

Ster Kinekor changes for children:

Kids cannot see a Prestige movie for free, but will get the same discount that an adult Vitality member gets at Prestige theatres.

**Thank you for reading Informed Healthcare Solutions' Discovery News.**

To unsubscribe, please email [ih@ihshealth.co.za](mailto:ih@ihshealth.co.za) with "unsubscribe Discovery News" in the subject heading.

*The information and opinions in this document have been recorded and arrived at in good faith and from sources believed to be reliable, but no representation or warranty, expressed or implied, is made to their accuracy, completeness or correctness. The information is provided for information purposes only and should not be construed as the rendering of advice. Informed Healthcare Solutions accordingly accepts no liability whatsoever for any direct, indirect or consequential loss arising from the use of this document or its contents.  
IHS is a licensed financial service provider: FSP # 12239*